



Booking Policy

1. All bookings are made on a "first-come, first-served" basis. Council office to confirm receipt and availability of booking request with contact identified. PHONE CALLS/MESSAGES WILL NOT BE CONSIDERED VALID BOOKINGS. If requested dates are not available, alternative dates will be suggested.
2. User Groups will have four weeks from the date of confirmation of availability to provide a 50% deposit on the booking (10% for Scouting/Guiding). Payments can be by cheque or credit card (2% additional charge applies to credit card transactions). If the date of booking is less than four weeks prior to the usage date, full payment is required within two weeks.
Payment by Cheque:
 - i) Made payable to "Scouts Canada – NL Council"
 - ii) Sent to 15 Terra Nova Road, St. John's, NL, A1 B 1E7 with a copy of your Reservation Form.
3. The remaining percentage of the booking fee will be due no less than four weeks prior to the usage date. Failure to provide final payment may result in loss of booking and an administrative charge. (See "Cancellation Policy").
4. For category B (Non-Scouting) & C (3rd Party) User Groups, a \$100 damage deposit must also be paid with the final payment due. This amount will be refunded upon successful completion of the check-out process. Expect two weeks to receive return of deposit. If damage or excessive clean-up is required, this may void reimbursement of the deposit. If it is determined that damages exceed \$100 the User Group will be contacted to arrange for suitable payment.
5. User Groups are required to participate in and adhere to the Camp Nor' West "Check-In/Check-Out" Procedure.

Cancellation Policy

1. (Scouts Canada initiated) If for any reason, Scouts Canada is required to cancel a rental booking exclusive of the booking policy, the renter will be provided with a full refund.
2. (Scouts Canada initiated) If the User Group does not meet the requirements under the booking policy, the user group will be notified of the cancellation of the booking by phone and/or electronic communication; and will forfeit an administrative charge of 10% of the booking fee.
3. (User Group initiated) More than 30 days prior to usage: The User Group may cancel a booking any time prior to 30 days before the usage date for a full refund less a \$50 administrative charge.
4. (User Group initiated) Less than 30 days prior to usage: User Group will forfeit 25% of the full booking fee.
5. (User Group initiated) Less than 15 days prior to usage: User Group will forfeit 50% of the full booking fee.



6. Immediately prior to (One day before) or during usage, if conditions (e.g. severe weather) warrant cancellation; the following options are available:
 - Option 1:* User Group can elect to reschedule booking to be used within the next 3 months (also based on facility availability).
 - Option 2:* User Group incurs penalty of 25% of booking fee or \$100 (whichever is less).

Check In – Check Out Process

Check In (Part 1):

1. When User Group takes possession of the reserved facility they are required to conduct an inspection using the “Check-In –Check-out” (CICO) Report Form (provided by the Warden) to identify any facility deficiencies or existing damage. This inspection can be done with or without the Warden present. A Warden will collect the CICO Report Form during or soon after arrival and verify and/or correct those items identified. This report form will also be used during the check-out process.

Check Out (Part 2):

1. It is expected that the User Groups leave the facility in the same condition upon which it was presented to them at the time of arrival. User Groups must adhere to the indicated departure time as close as possible. To help expedite the departure process in preparation for the “Check-out” inspection, User Groups are asked to:
 - a. Remove all personal gear from the facility
 - b. All equipment must be washed, dried and put away in the cupboards/drawers provided.
 - c. Clean countertops, stoves, fridge, sinks and bathroom facilities to the same level of cleanliness upon their arrival.
 - d. Remove all User Group collateral (e.g. posters, artwork, crafts)
 - e. Lock all windows and doors.
 - f. Sweep floors
 - g. Return Picnic tables to their original location.
 - h. Put all garbage in sealed garbage bags and place outside next to the facility. Ripped garbage bags must be rebagged.
 - i. Check the area around the Cabin/Tenting area, clean up all garbage.
2. The Warden will attend to your departure for the purpose of reviewing the state of the facilities prior to departing camp. The “Individual in Charge” MUST be present for the inspection. Once the inspection is complete, the User Group representative and Warden are to sign the CICO Report Form and the Group is released from camp.
 - a. In the event of damage discovered during Check-out process – the Warden will identify the damage and inquire as to the causes. Both the “Individual in Charge” and the Warden will sign the Report. The Warden will not make any assessment of cost at this time for initiating repairs. User Groups are not permitted to initiate any repair of the facility.
 - b. Failure to sign or departure without inspection by the Warden does not negate possible damage billing.



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Camp Nor' Wes Policies & Procedures | 2012

3. Damages deemed caused by the User Group all associated costs for full repair of the damage, will be billed to the User Group. ***Failure to pay for the repairs will negate future reservation opportunities with Camp Nor' Wes.***